



PACIFIC SOUTHWEST REGION (REGION 7)
NATIONAL NETWORK OF LIBRARIES OF MEDICINE

Pacific Southwest Regional Medical Library (PSRML)

Serving the states of Arizona, California, Hawaii, and Nevada, and the U.S.-Associated Pacific Basin.

Quarterly Progress Report
August – October 2003

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QUARTERLY PROGRESS REPORT
PACIFIC SOUTHWEST REGIONAL MEDICAL LIBRARY (PSRML)
NATIONAL NETWORK OF LIBRARIES OF MEDICINE, PACIFIC SOUTHWEST REGION
AUGUST – OCTOBER 2003

A. NETWORK PROGRAMS

1. Providing health professionals with a basic level of information services

- Loansome Doc service is offered by 205 libraries in the Pacific Southwest Region.
- The following videotapes and audiotapes circulated to network members during the quarter via our PSRML multi-media loan page¹:
 - Videotapes/CD-ROMs/DVDs:
NLM Expanding the Medical Universe- (7 network members); MLA: Effects of E-Journals on Your Library (2); Get Hip to HIPPA: Health Information Professionals and the Health Insurance Portability and Accountability Act (5); MLA Informationist Conference (4); ARL: Safeguarding our Patrons Privacy Safeguarding our Patrons Privacy: What Every Librarian Needs to Know about the USA Patriot Act & Related Anti-Terrorism Measures (1) ; Principles of Public Health (Series): History of Public Health (1); Libraries, Copyright & the Internet (1)
 - Audiocassettes:
Medical Library Association 2003 Annual Meeting and Exhibit – 11
- PSRML filled **48** requests from network members for NLM promotional items. Over the course of the quarter, PSRML filled and mailed a total of **9941** items NLM and NN/LM promotional items including: Guides to NIH HIV/AIDS Information Services; Health Hotlines Booklets, MEDLINEplus Bookmarks, MEDLINEplus and NLM Pens, MEDLINEplus Posters and PSRML mouse pads.

2. Assessing the needs of health science libraries

- Julie Kwan visited the library at Emperor's College in Santa Monica, California. Emperor's College is a new member; the college is beginning a doctoral program and is interested in document delivery.
- We received a call from Oakland Children's Hospital asking for a recommendation for a consultant. The hospital is considering downsizing the library and moving it to a remote basement area. We provided the librarian with several agencies that might be able to help.

¹ <http://nnlm.gov/psr/loans/>

- Heidi Sandstrom and Judy Consales met with Janet Hobbs, the new library director at Cedars-Sinai Medical Center, on August 8, 2003, to provide her with an orientation to UCLA's Louise M. Darling Biomedical Library and to NN/LM PSR programs and services.

3. Managing the NN/LM Network membership program for the region

- According to DOCLINE, Region 7 has a total of 649 network members: 238 affiliate and 411 Full members.
- We created a new membership brochure, *Make the Connection – Join the National Network of Libraries of Medicine!*² We plan to use this brochure for membership solicitations and NN/LM packets.

4. Implementing the Regional Document Delivery Plan

- One hundred forty five libraries have not updated holdings in the past year. This represents 35% of our DOCLINE libraries (145 out of 411). Andrea began a project to: 1) contact libraries that have updated during 2001 or 2002 with a copy of their holdings report, and 2) call the other libraries.
- Julie gave a presentation on EFTS to the Central Arizona Biomedical Libraries (CABL) group in Phoenix on October 20. Julie and Andrea continued to work to promote EFTS in the region.
- One network member asked about how EFTS handles sales tax. The library was told by its accounting department that they need to pay sales tax for ILLs received from libraries outside of California. Most likely, the library needs to calculate this value using EFTS statements
- During this quarter, PSRML staff participated in two NLM DOCLINE teleconferences: September 30th and October 21st.
- DOCLINE statistics for the Pacific Southwest Region are:
 - There are no pending DOCLINE applications.
 - 411 DOCLINE libraries; 31 of these are Borrow-only libraries.
 - 137 DOCLINE routing table approvals were completed at PSRML during the quarter.
 - Eighteen DOCLINE orientations were performed via telephone during the quarter, which took a total of 18 hours.
 - Twenty-eight library groups, including those that are cross-regional, are recognized in the DOCLINE system.
 - Thirty-six requests for DOCLINE holds were received and processed during the quarter.

² http://nnlm.gov/psr/pdf/membership_brochure.pdf

- Five libraries were added to the FreeShare Library Group in DOCLINE during the quarter, for a total of 98 FreeShare library group members in this Region.
- The following chart shows DOCLINE participation in the Pacific Southwest Region:

Location	SERHOLD Contributors	Borrow-Only DOCLINE	Total DOCLINE Participants
Arizona	43	7	50
California	306	22	328
Hawaii	15	1	16
Nevada	11	1	12
Pacific Basin	5	0	5
Regional Total	380	31	411

5. Meeting responsibilities of Resource Libraries and the RML

- Michael Miller continues to update and maintain the Partners in Information Access for Health Professionals website.
- During this quarter PSRML received notice that Phase II of the NLM-Centric Internet Performance Evaluation Network Project would begin. Michael Miller and Heidi Sandstrom proceeded to implement the first steps of this project by preparing to select a candidate Resource Library to participate in this project.

6. Establishing and maintaining effective communication

- Alan Carr and Kay Deeney attended monthly Outreach Coordinators teleconferences.
- PSRML submitted projects to NLM in September for recognition during Medical Librarians month in October.
- Alan Carr contributed an article about public health outreach for the September/October issue of *Latitudes*, and an article about PubMed on Tap for the November/December issue of *Latitudes*.
- PSRML staff attended monthly NLM/RML teleconferences.
- One issue of the PSRML newsletter, *Latitudes*, was published: September-October 2003.
- During the quarter, 416 postings were sent to RMLRG7-L, PSRML's email announcement list. Updates to RMLRG7-L were as follows:
 - 22 additions to the list
 - 15 deletions from the list

Month	Visits	Page Views
August 2003	7,605	32,066
Sept 2003	9,327	39,936
Oct 2003	10,036	38,214

- Detailed statistics can be found at the NN/LM Staff Intranet³ web page.
7. Consulting with the Regional Advisory Committee
 - The draft RFP for outreach awards was sent for review and comment by the RAC.
 8. Monitoring and evaluating regional programs
 - Based on regional feedback, BioSites was formally discontinued in early August. Contributors were notified by way of the listserv. Those accessing the website will be directed to MEDLINEplus and HealthWeb. An article on BioSites will appear in *Latitudes*⁴.
 - Kay Deeney, a member of the Technical Advisory Committee (TAC) of the NOMC, attended the NOMC teleconferences during the quarter.
 9. Obtaining feedback from users and recommending ways of improving information access
 - PSR coordinated the distribution of books from NLM Library Collection Development to the Oakland Public Library, based on circulation needs identified there.
 10. Providing a computer-equipped training facility.
 - The Computer Training Lab continued to be used for online training classes by the National Online Training Center for Network Member training for NLM online databases; UCLA David Geffen School of Medicine, Dean's Office; UCLA Department of Molecular and Medical Pharmacology; UCLA Biomedical Library staff for staff development programs, and PSRML staff for teleconferences.
 11. Provide feedback to the NLM from user and non-users on NLM and NN/LM products and services.
 - Alan Carr compiled and submitted OARF2 feedback from PSRML to Amy Hatfield at the National Online Mapping Center.

³ <https://staff.nlm.gov/usage/psr/>

⁴ <http://nlm.gov/psr/lat/v12n5/biosites.html>

- Heidi Sandstrom attended the site visit of the NN/LM South Central Region in Houston, TX on September 22, 2003. She provided feedback on the NN/LM SCR program and services to the chair of the review committee by the September deadline.
- Heidi responded on August 5, 2003 to NLM's request for plans in the region for activities targeting Historically Black Colleges and Universities, the Hispanic Agenda for Action, Tribal Colleges and Universities and Asian Americans and Pacific Islanders.

12. Promoting and encouraging the submission of applications for NLM-funded grants.

- The Major Outreach Award and Technology Awareness Award RFPs were promoted to the region.
- Alan Carr and Heidi Sandstrom discussed a potential application for funding from Sebastian Uijtdehaage regarding peer review of HEAL web site content.
- Alan Carr and Julie Kwan assisted Arlene Cohen of Guam in preparing an Express Outreach Award application.
- Heidi Sandstrom and Judy Consales met with Betty Chang on October 15, 2003 to help her develop a Native American outreach proposal for NN/LM PSR funding. Betty was formerly on the UCLA School of Nursing Faculty.
- Three professional development awards were given to Network Librarians Cherill Lash, Ana Macias and Evonda Copeland for attendance at the Librarian and Internet@Schools Combined Conference on November 2-5, 2003.
- A Technology Awareness RFP was issued in September

13. Following up on NLM-funded grants.

- Quarterly reports were received for continuing PSRML Express Outreach Awards. Alan Carr promoted new outreach activity forms to subcontractors.
- Outreach Subcontracts: An overview of project accomplishments appears here, and complete quarterly reports from subcontractors are included in **Appendix C**. The Subcontractor outreach activity tabular reports were generated from the National Online Mapping and Reporting System⁵. Outreach data included in the summaries are: total number of activities; total number of activities that included a significant number of minorities and total number of participants.
 - **Access to Health Information for Arizona's Tribal Nations** – Activity for the fourth quarter of the project (April 30-June 30, 2003) brought opportunities to interact closely with representatives from six different tribes and provided opportunities to

⁵ https://staff.nlm.gov/outreach/activity_reporting/

learn more about developing sustainable relationships with Native Americans. Five workshops were planned for the quarter; four were conducted. A workshop packet for the Inter-Tribal Council of Arizona was created. A modified budget has not been submitted yet.

Total Training/Demonstrations:	12
Total sessions of participants were 50% ≥ minorities:	0
Total Participants:	103

- **Salt River Pima-Maricopa Indian Community Health Information – Scottsdale Healthcare.** Since no activity has occurred on this subcontract for two consecutive quarters, Mary Lou Goldstein decided to table the project until a later date.

Total Training/Demonstrations:	NA
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- **Petaluma Health Information Access–Redwood Health Library.** Subcontractor Eris Weaver completed another video program, which promoted the Redwood Health Library and aired on two public television stations. Due to family illness, Ms. Weaver requested an additional three-month extension of the project's completion date, to December 31, 2003. Her request was approved.

Total Training/Demonstrations:	NA
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- **San Fernando Health Information Outreach–Olive View/UCLA Medical Center.** Subcontractor Marsha Kmec submitted a request for an additional three-month extension for completion of her project, to December 31, 2003, due to a continuing staffing shortage in her library. Her request for extension was approved.

Total Training/Demonstrations:	3
Total sessions of participants were 50% ≥ minorities:	3
Total Participants:	45

- **Outreach to Consumers in Contra Costa County–Degan Medical Library.** During this quarter, subcontractor Sally Chu completed her project with the grand opening of the Consumer Health Library on September 30, 2003. More than 70 people attended the event, which was broadcast on local television. A MEDLINEplus training session was also held for seven adult school students.

Total Training/Demonstrations:	1
Total sessions of participants were 50% ≥ minorities:	0
Total Participants:	7

- **Health Literacy and Information and Referral Resource Awareness – Marshall Medical Community Health Library.** Subcontractor Ellen Richards completed her project by working with a number of students and interns from local colleges on patient education projects, which involved MEDLINEplus as a component. In addition, Ms. Richards trained two bi-lingual Patient Education Resource Advocates to work with Hispanic consumers on MEDLINEplus en espanol. Ms. Richards will present highlights of her project to a joint meeting of regional medical library groups in January, 2004.

Total Training/Demonstrations:	12
Total sessions of participants were 50% ≥ minorities:	0
Total Participants:	250

- **Assessing Potential of Handheld Computing Applications in Public Health – Savitt Medical Library, University of Nevada.** During this quarter, subcontractor Terry Henner distributed six PDAs to participants of the pilot study and installed Pocket PC desktop software on their workstations. Three meetings were conducted to provide training, gather feedback on use of the PDAs, and to distribute additional hardware and software. These sessions were also an opportunity for troubleshooting problems and identifying prospective software and content needs.

Total Training/Demonstrations:	1
Total sessions of participants were 50% ≥ minorities:	0
Total Participants:	5

- **Model System for Integration of NLM Resources into Internet-based Information Systems for Rare Disease – Judith Tuttle Memorial Research Library, Periodic Paralysis Association.** Subcontractor Patrick Cochran completed the content and implemented the “Disease” section of the library’s online system. In addition, the library’s new website, the New Periodic Paralysis Resource Center, was launched during the quarter. Training for the new website was provided to the Las Vegas Fire and Rescue, and to the Boardwalk Casino Security Service. Additional training was provided to two Las Vegas neurologists, who may be called upon for specialty consultation to support emergency room care for individuals in the Las Vegas area.

Total Training/Demonstrations:	NA
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- **Basic Health Research for Adult Learners–Vision Literacy Service, Santa Clara County.** Vision Literacy staff worked with PlaneTree Health Library staff to create an easy-to-read section on the Planetree website. This feature was launched at the end of September, 2003. The project partners worked extensively during this quarter to prepare a presentation for the California Literacy, Inc. annual statewide literacy conference in October, 2003. The presentation highlighted the benefits of working

together within several large bureaucracies to create a valuable and cost effective solution to the health literacy problem. Vision Literacy sent flyers to tutors and other adult literacy programs in Santa Clara County, to attract visitors to the Community Learning Centers. Each visitor received a guided tour, with the aim of highlighting services for adult learners.

Total Training/Demonstrations:	7
Total sessions of participants were 50% ≥ minorities:	0
Total Participants:	2

- 2nd quarter reports were received from the Access to Electronic Health Information (AEHI) project contracts. All reports are included in **Appendix C**.

- **Central Valley Access to Electronic Health Information Project** - Henry Madden Library, California State University, Fresno, CA

Total Training/Demonstrations:	5
Total sessions of participants were 50% ≥ minorities:	3
Total Participants:	33

- **Facilitating School Nurses' Access to Electronic Data** - Library & Information Access, San Diego State University, San Diego, CA

Total Training/Demonstrations:	10
Total sessions of participants were 50% ≥ minorities:	0
Total Participants:	283

- **Hawaii Health Portal** - Hawaii Medical Library, Honolulu, Hawaii

Total Training/Demonstrations:	2
Total sessions of participants were 50% ≥ minorities:	2
Total Participants:	46

- **Partnership: Good Samaritan Regional Medical Center and the Body Positive Foundation of Phoenix** - Good Samaritan Regional Medical Center, Health Sciences Library, Phoenix, Arizona

Total Training/Demonstrations:	7
Total sessions of participants were 50% ≥ minorities:	3
Total Participants:	120

B. OUTREACH PROGRAMS

1. Outreach to Health Professionals

- The following summarizes the outreach activities completed as part of the RML contract.

Total Training/Demonstrations:	2
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Total sessions of participants were 50% ≥ minorities:	0
Total Participants:	22

- Alan Carr wrote responses to mid-year contract questions related to public health outreach.
- Alan Carr prepared a timeline and PSRML orientation schedule of outreach activities for the NLM fellow to complete during the fall 2003 academic quarter.
- Alan Carr drafted a plan to promote links to NLM resources to state public health agencies in the region. This was a designated milestone in the Outreach Program Public Health Logic Model received at the beginning of the contract year.
- Alan Carr arranged several meetings with refugee health organizations to occur at the American Public Health Association meeting in November.
- Alan Carr began involvement in the AZ Turning Point project by joining the October teleconference and offering suggestions for avenues to provide continued funding for the project. He also arranged a meeting with TP coordinator Catharine Riley at the APHA meeting in November.
- Natalie Kamper, Second Year NLM Associate, began working in the RML on September 8, 2003. She plans to focus on public health outreach and health information literacy during the quarter.
- In August, Heidi collaborated with the Associate Directors and Resource Library directors involved in the Tribal Connections Four Corners project to develop a proposal for NLM funding

2. Consumer Health Information Services

- Alan Carr worked with Linda Milgrom to organize an outreach panel presentation for the 2004 NCNMLG – MLGSCA – PNC/MLA Joint Meeting.
- Heidi Sandstrom and Siobhan Blackwell collaborated on a presentation for the Nevada Library Association meeting in November.
- HLA rejected the paper on alternative medicine submitted for the HLA Annual Meeting in December on Lanai, Hawaii. However in early October, the program chair called back to offer us a slot, but we decided to wait until next year's conference when there would likely be more attendees.
- Kay Deeney gave a training class to public librarians in the Glendale/Phoenix area in September. "It is such a pleasure meeting you and thanks so much for the wonderful presentation you gave on the health resources. I must admit that although I love

MEDLINEplus and use it often, I have got into the habit of using only certain parts of it. Now I will use all of it, thanks to you.”

- Heidi Sandstrom convened a meeting on August 14, 2003 of the ad hoc advisory group for the January 2004 health literacy symposium. She began to implement the resulting plan during the course of the quarter. The Participant List and Agenda are included in **Appendix B**. Heidi Sandstrom and Natalie Kamper attended a press briefing/reception for a statewide initiative of California Literacy on October 28, 2003 in downtown Los Angeles.
- Heidi Sandstrom attended the Town Hall Los Angeles presentation, “Unequal Treatment in Health: Does Anybody Care?” on August 5, 2003. This speech was given by Robert K. Ross, M.D., President and CEO of The California Endowment. Heidi made several Native American contacts at the meeting, which she referred to Alan Carr for follow-up.
- Heidi Sandstrom continued to participate in several health literacy activities during the quarter as part of the regional focus on health literacy during contract Year 3. She continued to serve on the MLA Task Force on Health Information Literacy, and served in an advisory capacity for the September 10, 2003 MLA Teleconference, “Reading Between the Lines: Focusing on Health Information Literacy.”⁶ The region sponsored **11** teleconference sites that involved **155** participants for this teleconference.
- Alan Carr made several outreach contacts with people active in the Native American community. Many useful outreach contacts were obtained as a result of these meetings.
- Kay Deeney continued to oversee the Medical Digital Reference Project in the Region. Getting librarians to answer the QRC questions continues to be a problem. Many 24/7 public librarians are continuing to refer questions they can’t answer to this area of 24/7 Reference. The service has received very few live virtual reference questions.
- Heidi Sandstrom wrote responses to the mid-year contract questions related to public library outreach.

3. Training to Support Electronic Access to Health Information

- Alan Carr coordinated the review process for a training manual draft, which was designed to target the information needs of public health professionals. He compiled feedback from PSRML and sent it to the training subcommittee.
- Our portable LAN was loaned to Arizona Health Sciences Library staff for outreach training in August and September.

4. Exhibits and Presentations at Meetings

⁶ <http://www.mlanet.org/education/telecon/healthlit/>

- PSR staff exhibited at the following national meetings during this quarter:
2003 National Association of County and City Health Officials, Phoenix, AZ
American Health Care Association and National Center for Assisted Living Annual Convention & Exposition
- We worked with Reforma-LA in staffing the Latino Book & Family Festival in Los Angeles, CA on September 27-28, 2003. Alan Carr gave an exhibit orientation and MedlinePlus training session to volunteers Miki Goral and Norma Corral on 09/19/03.
- Alan Carr exhibited at an Information Technology Fair at Charles R. Drew University of Medicine and Science on September 24, 2003. Drew is the only Historically Black College and University (HBCU) in the region.
- Kay Deeney and Julie Kwan worked on the plans for the Gerontological Society of America technology workshop in November in San Diego.
- APHA rejected the contributed paper proposal “HIV/AIDS Information Summit: Identifying Challenges in HIV/AIDS Information Dissemination” due to the large number of proposals received.
- A proposal for a contributed paper entitled “Using Evidence-Based Resources for Urology Practice” was submitted for the American Urological Association annual meeting in May, 2004. It was not selected for presentation.

5. Technology Awareness and Integration

- Kay Deeney attended the 19th Annual Conference on Distance Teaching and Learning in Madison, Wisconsin in August. Useful information was gleaned on the using technology like Camtasia and open source software, and techniques such as question generation approach and gaming.
- Kay Deeney attended a workshop on InfoPoems, a resource for patient care from an evidence-based perspective. InfoPoems is an acronym for “Patient Oriented Evidence that Matters”. Available in a variety of formats, this resource provides information that is gathered from several sources ranging from the Cochrane abstracts to the ICD-9 lookup tool.
- Kay Deeney and Karen Ricard attended GIS training in Indianapolis, Indiana in September. From contact with ESRI at the Naccho/Astho exhibit in Arizona, Kay Deeney obtained copies of the book on *GIS for Health Organizations* by Laura Lang for NN/LM outreach people who were interested.
- The Web-STOC Advisory Committee, of which Michael Miller is a member, had its first meeting on September 15, 2003.

6. Library Improvement

- N/A

7. Connections

- N/A

C. OTHER ACTIVITIES

- Kay Deeney, Karen Ricard and Julie Kwan helped with greeting incoming UCLA medical students in August.
- Alan Carr attended the National Association on HIV over Fifty 5th National Conference on HIV/AIDS and Aging on September 5-6 in Scottsdale, AZ.
- Alan Carr attended and presided over the MLGSCA fall program meeting on October 2, 2003, at UCLA.
- Julie Kwan was invited to participate as a project host site for graduate students in the University of Southern California's Center for Software Engineering. She proposed two software engineering projects and began working with the teams. The projects are: 1) a revised EFTS file builder program, and 2) a frequently asked questions database for the PSRML web site.

APPENDIX A:

EXHIBIT REPORTS

EXHIBIT REPORT OUTLINE

- I. DATE OF REPORT **September 25, 2003**
- II. NAME OF PERSON SUBMITTING REPORT **Alan Carr**
- III. ADDRESS **PSRML**
- IV. EXHIBIT: **Charles R. Drew University of Medicine and Science**
- A. Name of Meeting **Information Technology Fair**
- B. Location (City, State)
- C. **Los Angeles, CA**
- D. Dates **September 24, 2003**
- E. Staff **Alan Carr**
- F. Number of Registrants ~N/A
- G. Number of Exhibits 9
- H. Specify by Days:

Dates	<u>Hours</u>	<u>Visitors</u>	<u>NLM Demos</u>	<u>Internet Demos</u>
09/24/03	10:00-3:00	53	5	0
Total	5	53	5	0

- I. Total Number of People Visiting the Booth 53
- J. Total Number of NLM System Demonstrations 5
- K. Total Number of Internet Demonstrations other than NLM System Demonstrations 0
- V. EXHIBIT SUMMARY (Narrative)
- A. Distribution of Pre-mailers, Letters or Invitations (if applicable) None
- B. Description of Booth Location
- The exhibit area was held in the lobby foyer of the medical education building. Each exhibitor was equipped with a six-foot table, chair, and Internet connection.
- C. Description of Program Presentations None
- D. Were SIS resources highlighted at this meeting? If so, identify the SIS resources that were highlighted.

No SIS resources were highlighted.

E. Problems

None; a technician was located on site. The institution had recently updated their computer network, and some of the exhibitors experienced a few glitches with their Internet connections.

F. User feedback

Many of the attendees were students in the physician's assistant program, and most were unfamiliar with PubMed and MedlinePlus. A few faculty and staff members also expressed interest in MedlinePlus.

G. Suggestions/comments

H. Recommendations: Should NLM exhibit at this meeting next year? **(Yes or no, give reasons for your answer)**

This is not an annual meeting. It was a special event which may be repeated on an irregular basis.

VI. **BUDGET SHEET**

NO BUDGET SHEET REQUIRED – NO COSTS EXPENDED FOR EXHIBIT

EXHIBIT REPORT OUTLINE

- I. DATE OF REPORT **October 20, 2003**
- II. NAME OF PERSON SUBMITTING REPORT **Alan Carr**
- III. ADDRESS **PSRML**
- IV. EXHIBIT:
- A. Name of Meeting: **American Health Care Association, National Center for Assisted Living, and California Association of Health Facilities 54th Annual Convention & Exposition**
- B. Location (City, State): **San Diego, CA**
- C. Dates: **October 13-15, 2003**
- D. Staff: **Alan Carr, Penny Coppernoll-Blach, UCSD Biomedical Library**
- E. Number of Registrants: **3000**
- F. Number of Exhibits: **300**
- G. Specify by Days:

Dates	<u>Hours</u>	<u>Visitors</u>	<u>NLM Demos</u>	<u>Internet Demos</u>
10/13/03	4:30-7:00 pm	39	5	0
10/14/03	12:15-3:15	40	2	0
10/15/03	11:30-2:00	21	4	0
Total	8.00 hours	100	11	

- H. Total Number of People Visiting the Booth: **100**
- I. Total Number of NLM System Demonstrations: **11**
- J. Total Number of Internet Demonstrations other than NLM System Demonstrations: 0
- V. EXHIBIT SUMMARY (Narrative)
- G. Distribution of Pre-mailers, Letters or Invitations (if applicable) **NONE**
- H. Description of Booth Location:
Centrally located in exhibit space, next to the AHCA Market Place, and close by the Cyber Café and two refreshment areas.
- I. Description of Program Presentations: **None**
- J. Were SIS resources highlighted at this meeting? If so, identify the SIS resources that were highlighted. **None highlighted.**
- K. Problems:
Traffic pattern in the exhibit hall did not favor our booth location. Attendees generally were not interested in seeing online demonstrations.

L. User feedback:

"I use your services a lot, or I use you all the time! I love MEDLINE! A wonderful resource!" At first, attendees were not taking pens, because they claimed they had too many. But gradually interest in pens increased. Mints were not as hot an item as they usually are.

M. Suggestions/comments

N. Recommendations: Should NLM exhibit at this meeting next year? (Yes or no, give reasons for your answer):

I'm not sure the level of traffic or interest would warrant exhibiting at next year's meeting October 3-6, 2004, in Miami Beach, FL. The 2004 meeting is also likely to be less well attended, since the 2003 meeting also included the California Association of Health Facilities as a partner organization.

VI. BUDGET SHEET

VII. APPENDICES:

Maps of exhibit hall

Pictures

Samples of promotional materials used

EXHIBIT BUDGET

Meeting Title:	American Healthcare Association
Meeting City, State:	San Diego, California
Meeting Dates:	October 12-15, 2003

ITEM	COST
Booth space fee	\$1,370.00
Internet connection fee	N/A
Other booth fees : carpet/padding: 189.60; furniture table: \$400.00; electrical rental: \$252.00; cleaning: \$25.00	\$866.60
Total Exhibit Booth Fees	\$2,236.60
Shipping	\$493.25
Drayage and material handling	\$441.00
Total travel costs (including mileage, parking, airfare, accommodation, per diem) Alan Carr \$708.51 Volunteer \$18.44	\$726.95
Other costs (phone lines)	\$1,030.00
TOTAL EXHIBIT COST	\$4,927.80

EXHIBIT REPORT OUTLINE

- I. DATE OF REPORT **September 30, 2003**
- II. NAME OF PERSON SUBMITTING REPORT **Kay Deeney**
- III. ADDRESS **PSRML**
- IV. EXHIBIT:
- A. Name of Meeting **ASTHO-NACCHO 2003 Joint Meeting**
- B. Location (City, State) **Phoenix, AZ**
- C. Dates **September 9-11**
- D. Staff PSRML: **Kay Deeney; Alan Carr**
Volunteers: **Tammy Miller, AdvancePCS, Clinical Information Center Library;**
Kathy Zeblisky, Children's Hospital of Phoenix, Phoenix, AZ
- E. Number of Registrants ____
- F. Number of Exhibits ____
- G. Specify by Days:
1. Exhibit Hours
 2. Number of People Visiting the Booth
 3. Number of NLM System Demonstrations
 4. Number of Internet Demonstrations other than NLM System Demonstrations

Dates	<u>Hours</u>	<u>Visitors</u>	<u>NLM Demos</u>	<u>Internet Demos</u>
9/9/03	6:30-8:00 pm	34	6	
9/10/03	9:30-4:00	53	16	
9/11/03	10:15-3:00	42	5	
Total	12.75 hours	129	27	

- H. Total Number of People Visiting the Booth 129
- I. Total Number of NLM System Demonstrations 27
- J. Total Number of Internet Demonstrations other than NLM System Demonstrations
- V. EXHIBIT SUMMARY (Narrative)

- O. Distribution of Pre-mailers, Letters or Invitations (if applicable)
Not applicable
- P. Description of Booth Location
Booth was in last aisle, down from where all the CDC booths were grouped together. We were part of four 10x10 booths in a row, and ESRI had a 20x20 booth across from us. We were not in a highly trafficked area, but exhibit attendance was extremely low regardless. The

conference program and meetings were in a nearby building, and at the Hyatt Hotel three blocks away.

Q. Description of Program Presentations

We submitted a Speaker Proposal on the HIV/AIDS Information Summit: Challenges in Information Dissemination. Our suggested session was not selected for inclusion in this year's conference program. There were only 24 slots available for concurrent sessions and 178 proposals competed for those slots; it was a very difficult and competitive process.

We showcased the PHPartners.org website, MedlinePlus, and PubMed resources to attendees. Most attendees were unfamiliar with the Partners page; many were confused about the difference between MedlinePlus and MEDLINE/PubMed.

R. Were SIS resources highlighted at this meeting? If so, identify the SIS resources that were highlighted.

We talked to some attendees about Tox Town and DIRLINE. We gave out the Health Hotlines which are from DIRLINE. We gave out some SIS capability brochures to those who were interested in toxicological and environmental issues.

S. Problems

Because NLM attempted to exhibit in July, had been placed on a waiting list, and later cancelled, we were also cancelled. Our information was excluded from the Exhibitor Directory given to all attendees. Considering there were dozens of separate CDC sections, it is surprising that NACCHO was unable to handle two separate NLM registrations. We had our assigned booth, and show materials from the Freeman, the exhibit company handling the show. We also had our telecommunications for the start of the show. But NACCHO/ASTHO was unable to make us badges for the opening reception. We finally obtained badges the second day.

The attendance in the exhibit hall was very low. Even during breaks with food, attendees congregated at one end of the hall instead of visiting the exhibitors. In addition, the conference program and meetings were in a nearby building, and at the Hyatt Hotel three blocks away. The heat of Phoenix may have dissuaded attendees from venturing out to different locations. Fiscal concerns might also have hampered attendees' interest, as many attendees indicated that their states were cutting their budgets and staff.

NACCHO/ASTHO changed the scheduling on the last day to accommodate a visit from Secretary of the U.S. Department of Health and Human Services, Tommy Thompson. They never informed the exhibitors or the exhibit company that a scheduled break at 2:00 to 2:30 was moved to 2:30-3:00. The exhibits were slated to close at 2:30. Because of the unresponsive attendance, many exhibitors packed their displays and left early. The exhibit company workers came at 3:00 pm to remove aisle carpeting despite attendees still inhabiting the hall. It was chaotic.

Security was lax in that they didn't enforce the closing of the exhibit halls at the end of the day, so attendees continued to wander the aisles as we were trying to shut down for the day.

T. User feedback

We received a lot of positive feedback from attendees: "Keep up the good work!" "Phenomenal resources!" One individual was very interested in the legislation and funding information from the Partners page. One attendee told us he used a current alerting service to find citations; but he could only remember it as Medplus which didn't appear to be what he was describing.

U. Suggestions/comments

V. Recommendations: Should NLM exhibit at this meeting next year? (Yes or no, give reasons for your answer)

Realistically, I would say No. The attendance at the exhibits was abysmal. According to another exhibitor, traffic at the meeting in New Orleans had been very good. At that meeting, the exhibit hall was in the center with meeting rooms circling the hall. Although we have a current initiative to approach the public health community, the exhibit venue doesn't seem appropriate for this group.

VI. BUDGET SHEET

VII. APPENDICES:

Maps of exhibit hall

Pictures

Samples of promotional materials used

EXHIBIT REPORT OUTLINE

Meeting Title:	National Association of County and City Health Officials Bi- Annual Conference	
Meeting City, State: Meeting Dates:	Phoenix, Arizona September 9-11, 2003	
ITEM		COST
Booth space fee		\$950.00
Internet connection fee		\$550.00
Other booth fees (Furniture, Cleaning, Carpet: \$445.75) (Electricity: \$140.00)		\$585.75
Total Exhibit Booth Fees		\$2,085.75
Shipping (RT Phoenix - Los Angeles)		\$518.00
Drayage and material handling		\$434.00
Total travel costs (mileage, parking, airfare, accommodation, per diem) Kay Deeney (\$688.18) Alan Carr (\$515.00)		\$1,203.18
Total Other Costs		\$2,155.18
TOTAL EXHIBIT COST		\$4,240.93

APPENDIX B: Symposium Advisory Group Meeting

Symposium Advisory Group Meeting
UCLA Biomedical Library Rare Book Room
August 14, 2003
9:00 am - 4:00 pm
Committee Members

Heidi Thiessen Sandstrom (Chair)
NN/LM PSR Interim Associate Director

Marilyn Hall, Health Sciences/Reference Librarian
Library & Information Access
Malcolm A. Love Library, Science Division
San Diego State University
5500 Campanile Drive
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Dolores Judkins, Head, Research & Reference Services
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Research and Reference Services
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Pat Lawson-North, Executive Director
Friends of Vision Literacy
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Milpitas CA 95035
plnorth@visionliteracy.org
(408) 262-1349 Ext: 3671 / (408) 262-5806 F

Symposium Advisory Group Meeting
UCLA Biomedical Library Rare Book Room
August 14, 2003
9:00 am - 4:00 pm

AGENDA

Purpose of meeting: To advise PSRML in the strategic planning for a one-day, regional health literacy/health information literacy symposium. By the end of the meeting, the purpose/outcomes desired for the symposium will be well-defined, symposium resources and activities will be identified, and a follow-up action plan developed.

9 – 10 AM	Introductions/Background of Symposium Proposal**
10 – 10:30	Identifying potential/target audiences and needs
10:30-10:45	Break coffee, tea, fruit tray
10:45 – 12 NOON	Determining topic content/identifying potential speakers
12 NOON – 1 PM	Lunch/Guest – Beverly Treumann, President, California Healthcare Interpreters Association
1 – 2 PM	Identifying potential speakers (cont.)/presentation formats
2 – 2:30	Identifying resources useful to participants
2:30 – 2:45	Break
2:45 – 3:45 PM	Promotion/evaluation planning
3:45 – 4 PM	Wrap-up

***“PSRML will focus on health literacy and health information literacy in Year 3, identifying needs, resources, competencies, and potential collaborations within the region. PSRML is planning a one-day symposium which will bring together health, literacy, and information professionals to explore health literacy/health information literacy issues, and to begin working together on community-based solutions.”

APPENDIX C: Subcontractor Reports

NN/NLM

Express Outreach Quarterly Report

August 1 – October 31st, 2003

*Model System for Integration of NLM Resources
into Internet-based Information Systems for Rare Disease*

Periodic Paralysis Association
1024 Royal Oaks Drive #620
Monrovia, CA 91016

PO # 5415 G DC 497 00

Patrick E. Cochran, Ph.D., C.S.D.
1024 Royal Oaks Drive #620
Monrovia, CA 91016
626-303-3244

Submitted: November 3, 2003

Successes:

- Functional system development is completed.
- A significant portion of the planned content is in place, and more content is in development.
- The on-line administration tools are completed and allow full administrative functionality, editing, and addition of new content through secure password protected on-line access.
- The New Periodic Paralysis Resource Center was launched on October 6th, 2003.
<http://www.periodicparalysis.org>
- The “Disease” section of the on-line Judith Tuttle Memorial Research Library (JTMRL) has been completed and implemented on line. To view password protected portions of the site please see “Additional Note” at end of this report or contact Patrick Cochran for controlled access information.
pcochran@periodicparalysis.org
- Our new **Ask the Experts** on-line database system is functioning, and we are receiving medical-related questions from around the world on a near daily basis. The new web-based information system is a key resource for both physicians and patients.
- Our self-managed member-registration system has been implemented, allowing registration, personal profile management, and the ability for members to turn on or off their individual access to the PPA member E-mail list serve.

Impact of Information:

- We have already received reports of impact from the new site, including feedback that member’s physicians have established hot-links to the site for reference.
- We presented the new site at our annual meeting in Las Vegas, October 23rd – 25th, 2003. With the new upgraded technology we were able to place most of the program presentations on the site and use the site through wireless connection at the meeting site as the presentation mechanism.

Problems:

- No problems have been encountered.
- To reduce potential interaction issues, we have established an on-line “Support” form linked directly to the PPA Webmaster to provide on-going support for any individual who may have difficulty accessing information or using the on-line tools.

Administrative and Training Activities:

- We provided dedicated training sessions on Thursday, October 23rd, and Friday, October 24th for the Las Vegas Fire and Rescue and the Boardwalk Casino (the site of our annual meeting) Security Service. These sessions were conducted by Dr. Jacob Levitt, MD, the PPA Medical Director, and consisted of emergency management training to improve the medical security for our members who attend our annual meeting. An important part of the training was to introduce them to the new Internet site where they can learn more about the Periodic Paralysis and its management.
- Additional training was provided to two neurologists located in the Las Vegas area who provided specialty consultation to the emergency rooms to help support any ER needs for individuals in the Las Vegas area.
- We have established access to www.PPADoctor.org from the new site. This resource is designed to provide speedy access to information about the diagnosis and management of the periodic paralysis and non-dystrophic myotonias. PPA Doctor is now “seamless” with the new PPA website.

Activities Planned for Next Quarter:

- Upgrade our organizational E-mail Server and complete the implementation of full virus protection for all PPA communication tools.
- Complete and improve remaining functional system programming.
- Continue to populate the database with content that is in development.
- Promote the new site to targeted medical information resources and institutions.

Additional Notes:

- The new PPA Site with the new integrated Information Management System is fully functional and is now fully converted over as the official PPA website.
- To access the site just browse to: <http://www.periodicparalysis.org>
- To view password-protected content, please feel free to register with the PPA through the online registration tool. Follow the registration instructions, and enjoy viewing all the content in the Judy Tuttle Memorial Research Library.
- We are committed to a perpetual process of improvement, enhancement, and content development, and we encourage any suggestions or other feedback that can help us continue to improve service to the periodic paralysis community.

Partly as a result of the work and learning associated with the development of the new site, we have been invited to participate in a newly funded (NIH) multi-center, multi-year clinical research project dedicated to the study of neuromuscular channelopathies including rare forms of periodic paralysis. Among other activities we have been asked to provide consultation on a project-dedicated website and web-based data management systems. See the personal announcement below:

Patrick,

We are pleased to announce that we have been awarded the funds for our participation in the NIH Rare Disease Clinical Network. Our CINCH (Clinical Investigation of Neurologic Channelopathies) Center consists of 7 sites: Brigham and Women's, National Institute of Neurologic Disease and Stroke (NINDS), UCLA, UCSF, University of Kansas Medical Center, University of Texas Southwestern at Dallas and here at the University of Rochester School of Medicine & Dentistry.

The larger network consists of 7 scientific centers: National Children's Medical Center (Washington, DC), Baylor College of Medicine, Cleveland Clinic Foundation, Boston University School of Medicine, Weill Medical College, Children's Hospital Medical Center (Cincinnati) and University of Rochester and a data technology coordination center: Moffitt Cancer Center in Tampa, FL.

We are funded for the period September 29, 2003 through September 28, 2008. We will be studying three rare channelopathies: Andersen's syndrome, non-dystrophic myotonias and episodic ataxias. (We are likely to expand the list to include other rare channelopathies as we make progress on our first targets.) We'll conduct longitudinal studies and pilot treatment trials, set up registries, train new investigators, and work closely with the Periodic paralysis Association, the Muscular Dystrophy Association, and the National Ataxia Foundation.

We will be inviting you to come to our annual meetings, more details to follow. We will also be planning international conferences for each of the three diseases. We thank you for your support, which made this possible.

Robert C. Griggs, MD
Professor and Chair of Neurology
University of Rochester School of Medicine
601 Elmwood Avenue
Rochester, NY 14642

Vision Literacy Quarterly Report

Project Name: **Basic Health Research for Adult Learners**

Name of Institution: **Vision Literacy**

Location of Institution: **Santa Clara County, California**

Contact information of person submitting report: **Ellen Loeb**
Vision Literacy
40 N. Milpitas Blvd.
Milpitas, CA 95035
(408) 293-2326 x 3070
eloeb@visionliteracy.org

Number and inclusive dates of report: **Report 2 of 4, July 1, 2003 – September 30, 2003**

Date Submitted: **October 30, 2003**

Success Stories

Objective 1

“Alice” came to Vision Literacy from a recovery program with low self-esteem and a history of extensive substance abuse. Her counselors recommended that she build literacy skills and learn about her health to aid in her recovery program. She has found easy-to-read health information about self-esteem, women’s health, and substance abuse at the Community Learning Center. She has learned to use computers, particularly the phonics program, and she has learned to use the photocopier. Her counselors report that she seems like a different person than the one they referred to Vision Literacy. Her self-esteem has improved greatly and she takes on the responsibility of getting permission from her counselors to leave the recovery house for tutoring sessions. She usually works independently with some assistance from staff.

Objective 2

Vision Literacy staff and volunteers worked with PlaneTree Health Library staff to create an easy-to-read section on the PlaneTree website. Please see www.planetreesanjose.org and look for the Easy-to-Read health links, as well as the attachments sent under separate cover. This easy reading feature was launched at the end of September 2003 just prior to the partnership’s health literacy workshop presentation (during Health Literacy Month) at the California Literacy, Inc. annual statewide literacy conference. Each partner played a valuable role in completing this project.

PlaneTree identified the 16 most commonly requested health topics. Other steps included finding appropriate health sites and assessing them for plain language readability and accurate health information. PlaneTree staff created a system so that anyone with limited literacy or limited computer skills could look for a health topic, for example alcoholism, and in one click could find easy-to-read health information on that topic. Many of these sites are MEDLINEplus Interactive Tutorials. Although the information in the Interactive Tutorials is excellent and comes in a variety of formats (small chunks, orally, in print, with pictures), the interface is difficult for new readers. PlaneTree simplified the process of locating the tutorials; now more energy can be spent learning from them. This project is still in process. The partnership plans to add more topics and a greater variety of health websites, if available, for each topic. There are also a few areas that can be simplified even further to benefit potential users.

Impact of Information

Objective 1

“Joe” was described in Vision Literacy’s report from last quarter. He was matched with a volunteer tutor and met with her for two months. They worked most often on job skills. Suddenly, Joe stopped meeting regularly and nobody knew why. Eventually he told a staff member whom he trusted that he had depression and didn’t want to take his medicine “because he was afraid of the side effects and because doctors prescribe medicines because that is their job.” According to Joe, his depression had caused him to miss work for a week or two, and also to miss his tutoring sessions. This staff member met with Joe at PlaneTree and found basic information on his prescriptions. She read the information to him and together they learned about the medications and their side effects. At the end of the session, he said that he had enough information to consider trying the

medication for the next two weeks, when he would meet with his doctor at a regularly scheduled appointment and ask further questions. He considered ways to share information so his doctor would have the necessary information to evaluate his progress. Without this individual attention in a safe environment, Joe would not have been able to learn and ask questions about his health condition. Please note that the staff member did not provide medical advice; she merely helped him read some complicated information that he could not read independently.

Objective 2

The partnership held a lunch meeting for doctors and other healthcare professionals following Grand Rounds, with Dean Schillinger, M.D., a national spokesperson for health literacy, as the guest lecturer. It became apparent that the Community Learning Center at Santa Clara Valley Medical Center is a well-kept secret. Many doctors were unaware of its existence, and they were excited about finding ways to attract people to the Center to make their job of providing quality care to their patients much easier and more effective.

Project partners worked extensively during the second quarter to prepare for the California Literacy, Inc. presentation in early October, which highlighted the benefits of working together within several large bureaucracies to create a valuable and cost effective solution to the health literacy problem. The partners also worked with outside consultants during the second quarter to prepare for an early October breakfast forum to raise awareness in Santa Clara County. The featured speaker was Dr. Schillinger, who was introduced by the Chair of the Santa Clara County Board of Supervisors, who told a story about her own health information needs. This breakfast forum met the goal of educating health care professionals about easy-to-read health information. Many local health care professionals and government officials are seeking ways to become involved and utilize the resources of the Community Learning Center to greater advantage.

Vision Literacy sent a flyer to its tutors and other local adult literacy programs. Partners in Reading and Read Santa Clara sent flyers to their constituents to attract visitors to the Community Learning Centers. They were offered free health care guides donated to PlaneTree by a health care organization. Each visitor received a guide and a tour with the aim of highlighting services appropriate for adult learners.

Learners and tutors also received flyers about PlaneTree's Label Literacy Workshop, which was designed for all consumers to better understand the health information found on food nutrition labels.

Problems

Objective 2

Because of the location and the nature of the Community Learning Center (in a busy, public San Jose hospital) most patrons seeking health information did not have time to search for information themselves or to complete a customer satisfaction survey. Most people typically ask for information on a particular health topic and then hurry down the hall to their medical appointments. Staff usually creates packets, which the patients pick up on their way out. The survey was created during the first quarter, and so far it has been used only in a limited way. Individualized Internet training has been limited to a few

sessions because most people want the health information but don't have the time to learn how to find it themselves. They all seem to be very happy with the information printed out for them from MEDLINEplus, however.

Objective 4

During the first quarter the partnership edited the health curriculum created by a local health organization so that it would be appropriate for participants with limited English or limited literacy skills. They planned to offer this class together at a third organization, a recovery program for pregnant and parenting mothers during the second quarter. The staff member of the health agency who had written the curriculum and was planning to teach it left the agency. The agency has been unable to hire a replacement to date. If a replacement is hired, the class will be offered at the recovery program during the third quarter.

Administrative Activities

The partnership applied further funding from a variety of sources to enable the health literacy project to continue in Santa Clara County. They created many new linkages in preparation for the breakfast forum and other connections to gather more partners for funding and referrals. Seven agencies provided funding for the breakfast, which shows the great need for improved communication around the issue of health in this community.

The staff of the Community Learning Centers will receive further training on logging information about patrons and learners, including the use of MEDLINEplus, to improve the accuracy of data.

The partnership held meetings to plan for its conference presentation at the California Literacy statewide conference, for its Grand Rounds luncheon, and for the Health Literacy Breakfast Forum.

Activities Planned for Next Quarter

Staff and volunteers will train more patrons in the use of MEDLINEplus and will conduct surveys to gain feedback on its usefulness and usability for patrons with limited literacy skills.

Vision Literacy will continue to work with local agencies to refer more learners to the Community Learning Centers so that they can engage in quality adult literacy tutoring, with health literacy as a part of that effort.

Vision Literacy will continue to work with the two agencies involved in creating the health curriculum for women and in testing it in a classroom setting at the substance abuse treatment facility for women.

Vision Literacy and PlaneTree will expand the new Internet-based library of low literacy health information links and will continue to work toward lowering the literacy level of all background information associated with this virtual library, including the disclaimer.

The partners will continue to conduct outreach to attract more health care professionals, who would then refer patrons to the library. Other outreach would target adult learners and their tutors in the three local adult literacy programs. New outreach will be targeted at learners in English as a Second Language programs in the area.

The partnership will present at the first annual ProLiteracy America national conference for volunteer-based adult and family literacy programs in Washington, D.C. in November, 2003.

2002 Express Outreach Project Quarterly Report 3

6/01/03 to 08/30/03

Submitted: 010/16/03

PROJECT NAME

Assessing Potential of Handheld Computing Applications in Public Health

PURCHASE ORDER NUMBER

5415 G DB 509 00

INSTITUTION

Savitt Medical Library, University of Nevada School of Medicine

LOCATION

Reno, NV 89557-0001

SUBMITTED BY

Terry Henner

Savitt Medical Library

Pennington Medical Education Bldg MS 306

University of Nevada School of Medicine

Reno, NV 89557-0001

Telephone: 775-784-4625

2002 Express Outreach Project

Quarterly Report 3

6/01/03 to 08/30/03
Submitted: 010/16/03

Administrative Activities:

During this quarter PDAs (6) were distributed to the participants of the pilot study and Pocket Pc desktop software was installed on their workstations. Three meetings with participants took place during the quarter to provide training, to gather feedback on use of the PDAs, to gain further understanding of health professionals' work activities and information needs, and to distribute additional hardware and software. Participants were given 'Information Activity Tracking Logs' and directed to log a week's worth of activity capturing what kind of information-based activity was encountered when out in the field, what resource, if any, was used to meet the information need, whether it was a print resource or PDA-based, and whether the activity was data retrieval or data entry. Training sessions covered essentials of operating a PDA, including file management, customizing settings, beaming files, use of memory cards, reader programs, conversion of documents to ppc format, and synching to desktop. Later classes covered advanced topics such as use of MSOutlookm offline email reading, ebook creation, and viewing of various file formats. Meetings were also an opportunity for troubleshooting problems and identifying prospective software and content needs. Based on requests, I ordered an street atlas program and a nursing drug handbook, and have downloaded and converted for pda a number of online resources, such as the "pink book" guide to immunization from the CDC.

Success Stories:

Participants have embraced this technology with great enthusiasm and are using the devices in ways both anticipated and unexpected. Public health nurses are at this point the most avid and resourceful users. Nurses are using MS Excel on the PDAs to fill out "Nursing Dailies," a log of their patient activities, which goes directly from the PDA to generate a monthly report. The keyword search feature adds great value to these logs over the previous paper format. *Quotable quotes: "my colleagues are jealous." "this has changed my life...I would never go back to paper."* Some nurses use the PDA to load powerpoint files used for teaching presentations. The portability of the device lets them practice the presentations during free moments and unscheduled times during the day. All participants have been using PDAs to read email offline to improve time management. *Quotable quotes: "I can catch up on email while I'm sitting in traffic jams."* Many volumes of regulations and guidelines have been converted to ebook format and have rapidly replaced the print counterparts.

Impact of Information/Technology: While it is taking time to integrate PDAs into work activities due to learning curves, time constraints, and awareness of useful applications, PDAs are already having a pronounced impact on the participants management of time and access to otherwise unavailable information in the field. Items that used to be left behind or unwieldy, such as excel spreadsheets with contact information, permit numbers used by food inspectors at outdoor festivals, are now readily available on site at the point of need. Restaurant inspectors now carry several hundred pages of county food regulations in electronic format, with keyword searching capabilities that saves significant time getting to the right information. Participants have discovered, unexpectedly, that PDAs perform very well as digital voice recorders and facilitate data collection and notetaking.

Problems: First, Public Health professionals are extremely busy individuals and are under great time pressure to carry out day-to-day activities. Their tightly structured job responsibilities limit flexible scheduling of time. As such, finding times to meet with the group which are compatible with everyone's schedules has been a real challenge. Second, Public Health professionals are often working in a 'crisis mode'; when an emergency occurs, everything else, including time to commit to this project, takes a backseat. This quarter has been marked by a string of crisis which has had an impact on training opportunities and full engagement by the pilot group. Most notably, the Washoe County Health District Department was hit by the Sobig virus, and the resulting catastrophe occupied the resources of the computer support staff for a week or more, setting back progress made in promoting PDA activities. Additionally, a participant from the Vector Control department who had been interested in using a PDA in conjunction with his GPS device to plot environmental data has had to put this project on hold until the department purchases new gps units.

Activities Planned for Next Quarter.

At the request of participants, I will be ordering keyboards for some devices to facilitate their data entry. We will have another week of activity tracking. I will work with vector control participant to link GPS and PDA to their MS Access database on catchbasin locations and mosquito breeding grounds. We will identify additional content areas that may have useful information for download from the web. Now that the pilot group is becoming comfortable with the technology and realizing the benefit of PDA-based documents, I plan to conduct extensive interviews to elicit ideas on additional content we can supply electronically. I have been invited to give a presentation on this project at the upcoming Nevada Public Health Association Meeting in Las Vegas.

MARSHALL MEDICAL **COMMUNITY HEALTH LIBRARY**

*Supported by Community Donations through Marshall Hospital
Foundation
A 501 (c) (3) Nonprofit Organization*

September 30, 2003

Alan Carr

UCLA Louise Darling Biomedical Library

NLM Express Outreach Project Coordinator

Los Angeles, CA

**Project: "Health Literacy and Information and Referral Resource
Awareness" P.O. # 5415 G DB932 00.**

March - August 2003 Activity Report

Successes

- Health literacy discussions, including utility of MedlinePlus in Marshall Hospital CME/library committee meetings.
- Two (2) Human Services interns from Cosumnes River College, El Dorado Center have oriented at CHL & are sharing MedlinePlus with classmates and library patrons
- Two teams of nursing students (~8 students) from California State University, Sacramento have chosen CHL as project site for patient education projects using MedlinePlus as a component
- Two bi-lingual Patient Education Resource Advocates recruited and trained to draw more Hispanic consumers to CHL for MedlinePlus en Espanol.

Impact of Information

- Primary use of MedlinePlus:
 - ✓ Interactive tutorials for procedures
 - ✓ Drug action, adverse effects research

- ✓ Lab tests
- ✓ Student Reports
- ✓ Spanish language interaction

Administrative Activities:

Same as prior report, primarily bookmarks, posters, pen distribution and screenshots.

Problems

- More hands-on requests for training off-site than staffing permits
- Non-scheduled/walk-in requests for coaching on MedlinePlus & PubMed sometimes problematic due to limited staffing and increased patron numbers

(all-told, I'll take these types of "problems" any day, as a sign of overall project success)

Future Plans:

- Apply for continued funding, targeting more Hispanic audiences
- Present project findings to January Joint Meeting

Ellen Richards, M.S., Library Manager

Project Title : Outreach to Consumers in Contra Costa County

Contra Costa County Health Services, 2500 Alhambra Ave., Martinez, CA 94553

Purchase Order Number : 5415-G-DB91600

Report submitted by Sally Chu, Medical Librarian

**Degnan Medical Library
Contra Costa Regional Medical Center
2500 Alhambra Ave.
Martinez, CA 94553**

(925) 370-5530

Fourth Quarter Report (July-September 2003) submitted on October 8, 2003

Planning :

The second part of the objectives of this project is to set up a consumer health library (CHL) at Contra Costa Regional Medical Center. The most time consuming item was to coordinate with our facility manager to remodel Suite 4A at Family Practice Center (FPC) to be suitable for the library use in a limited time frame (at the end of August).

While the facility was being remodeled, the purchasing of consumer health-related pamphlets, books, video tapes had to be started. A VCR with a viewing carrel, bookshelves and pamphlet display racks, all needed to be purchased and set up.

After the remodeling of Suite 4A was done, the Telecommunication Dept was contacted to install a telephone line and to activate a dataline for Internet connection. Our IT Dept installed the PC and the printer which we purchased with the grant funding.

Then, we moved the handout files, prepared by Becky Vicerai, patient educator, to the Consumer Health Library. These files used to be kept at the north and south sides of FPC for the staff to use as handouts for patients. Now, these files were combined into one three-tiers cabinet file, centralized in the Consumer Health Library (CHL).

I attended FPC staff meeting on Sept 2, made an announcement of the opening of the Consumer Health Library and also explained its contents and purposes.

Publicity :

After setting the date and the time, Sept 30, 10 am – 2 pm, for the open house of Consumer Health Library, we contacted our County Media Advisory to publicize the event. They sent out the news on Sept 26 to more than 50 newspapers, radio stations and TV stations in the Bay Area.

I also used county email to spread the news to all managers in the hospital. On Sept 3 at the patient manager meeting, I gave a presentation to more than 30 managers about the MedlinePlus database and the new Consumer Health Library.

Training Sessions :

There was only one planned training session for the Martinez Adult School students. A total of 7 students attended.

On Sept 30, during the open house of Consumer Health Library, we did short demonstrations of the MedlinePlus database to visitors.

Impact of Information :

More than 70 people came to the open house. They included staff, patients and their families. CCTV cameraman Bruce came to shoot the news for broadcasting at the local

community CCTV. We also plan to have a news briefing both in English and Spanish, on a later date.

Chris Grazzini, Associate Executive Director of Contra Costa Regional Medical Center and Marcelle Indelicato, my supervisor, were all present and showed their interests and supports to the CHL. The refreshment was provided by our Medical Staff Dept.

The participants were all impressed by health information resources provided in such a small suite. Overall, they were all excited about this new endeavor of patient education for prevention of disease and promotion of good health.

Conclusion :

As the provision of consumer health information is prevalent now more than ever, it is an essential component for us as health information providers. The impact of this project, "Outreach to consumers in Contra Costa County", is great.

Internally, we have proved to the county administration that we have the ability to apply and receive a government grant. This is good to alter the perception of medical library professionals among other managers in the hospital. Also, this raised awareness among co-workers, and administration of the importance of community outreach and the support available to conduct outreach.

Externally, this project produced a brand new Consumer Health Library in Contra Costa County. This stands no more as merely a concept but has been actually implemented. This accomplishment will be carried on as long as there is a need for patient education. The CHL publicity will be permanently broadcasted at CCTV and in Internet "cchealth.org" website.

However, we are presently short of hands. With only one librarian and one part-time assistant, we will have a difficult time to maintain three libraries (including one MedlinePlus database extension in the lobby of the Martinez Health Center) We have trained some volunteers on MedlinePlus searching. We have to depend heavily on these trained volunteers. Some of them are from the Martinez Adult School students. We have actually reaped the results of our MedlinePlus training at that school.

In conclusion, we will continue the MedlinePlus training sessions quarterly at the Martinez Adult School, even after the grant has been ended in Sept 2003. We will also purchase pamphlets, books, and video tapes regularly.

Presently, CHL opens on Tues, Thursday and Friday, 10am – 2 pm, the other time by appointment. When we have more trained volunteers, we will extend the CHL open hours.

Attachments :

1. One “Outreach Activity Data Collection Form” and “Outreach Activity Participant Information Sheet”.
2. Evaluation sheet results.
3. County media advisory publicity, Director’s Report, Residency News.
4. Invoice.

PROJECT NAME:

Bay Area Health Information
5415 G DB 065 00

NAME/LOCATION OF INSTITUTION

California Pacific Medical Center
San Francisco, California
Purchase Order Number RVB176186

REPORT SUBMITTED BY:

Douglas L. Varner
Library Manager
California Pacific Medical Center
Health Sciences Library
P.O. Box 7999
San Francisco, CA 94120-7999

TITLE:

Final Report
June 1st, 2002 to May 31st, 2003
Submitted: June 23rd, 2003

- **Success Stories:** Broad base of participants attended the sessions including health care practitioners, students in healthcare training programs, and librarians from a variety of settings including corporate, public library system and academic environments. Over 200 individuals attended the 5 presentations from a broad geographic area from Mendocino to Monterey, representing rural and urban settings serving a variety of clientele with diverse ethnic and cultural backgrounds. In addition, the principle investigator has established collegial relationships with the health information liaison at San Francisco Public Library as well as officers in the Golden Gateway Library Network which will allow for ongoing collaborative endeavors into the future, including future NN/LM funded outreach grants as well as independent activities outside of specifically funded programming.
- **Impact of Information:** Content conveyed in presentations as well as in course handouts represented broad-based and very current information which provided participants with direct practical applications of the systems discussed in their informational settings. All sessions were conducted in computer laboratories which allowed for students to immediately apply and process information conveyed by the instructor. In addition, all sessions generated a good amount of interaction from participants which fostered a dynamic, interactive learning environment for both instructors and participants.
- **Problems:** The Principle Investigator spent approximately 4 months of weekly training to the San Francisco Public Library Health Information Liaison to

enhance her skill set and confidence in conducting training. In addition, the Golden Gateway Library Network delayed implementation of scheduling/coordination efforts due to staffing issues. All these issues contributed to an overall delay in beginning the training sessions which did not start until October 2002.

- **Participant Comments:** Presentations and course materials were well-received by participants. Participants expressed a desire for longer training sessions, follow-up sessions to be held on a regular basis, more “hands-on” experience during the training sessions, additional information on obtaining full-text electronic documents through the systems demonstrated, comparison of demonstrated systems with commercially available systems and establishment of a mentoring relationship with a medical librarian in close geographic proximity to provide ongoing support and training on an informal basis.
- **Administrative Activities:** Report and invoice preparation by Principle Investigator.
- **Activities Planned for Next Quarter.** Grant activities ended on May 31st, 2003.

Access to Electronic Health Information, Central Valley Access to Electronic Health Information Project (Phase I)

Henry Madden Library
California State University, Fresno
5200 North Barton, M/S ML 34
Fresno, CA 93740-8014

Submitted by:

Patrick Newell
Henry Madden Library
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Voice: (559) 278-5182
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Quarterly Report for:

June, July, and August 2003

Date Submitted: September 30, 2003

Narrative Description: Central Valley Access to Electronic Healthcare Information Project

Summary/Introduction

1. Description of Progress toward the Project's Major Objectives

a. Administrative/Planning Activities

The project principles have met weekly to organize the project; the schedule of activities for all workshops has been confirmed. Turnover in student assistants due to graduation and separation from the University required hiring and training new workers. Outreach plans and methods were refined to respond to feedback from students. A class registration confirmation system was designed and specified.

b. Collaborations/Partnerships

Previously established collaborations were continued; no new partnerships were established.

c. Publicity/Marketing Activities

The publicity campaign, originally planned as a small venture, was expanded to target contacts by the end of August, 2003. A telephone campaign to create awareness among county health offices was performed; all county health offices (and collaborator health offices to which the main health office referred us) were contacted and presented with information about the project. Bookmarks were provided to all libraries, healthcare nonprofits, and healthcare organizations in the target area. As 'word of mouth' seemed to be the best way to marketing the workshops, bookmarks were provided to students to provide to their colleagues who would benefit from the workshops; immediately after beginning this marketing, workshop enrollment exceeded the capacity of the classrooms to allow all students hands-on computer training and waiting lists for classes were established.

d. Product/Resource Development Activities

Bookmarks have been produced and were provided to all libraries in the service area. Course handouts for the consumer health sites discussed were produced, as requested by students in the workshops. Examples of each are included.

e. Site Visits

No site visits were performed.

f. Outreach Activities

Three main avenues of outreach activities were performed:

- 1) Workshops were promoted to all students participating in orientations for new healthcare and allied health students at Fresno State. Since most students are either directly employed by healthcare or participating in a clinical partnership with local

healthcare providers, students were encouraged to promote the workshops to others they know who would benefit from the workshops.

- 2) Workshops were promoted to all participants at volunteer fairs held at Fresno State at the beginning of the academic year; these volunteer fairs, targeted at current students and community members interested in volunteer opportunities, also allowed the program principles to promote the workshops directly to the healthcare representatives soliciting volunteers.
- 3) Calls to county healthcare agency contacts were followed with subsequent mailings of flyers and bookmarks.

g. Web site development activities

The Web site to publicize the CCHIP workshops was completed; subsequent updates were made as needed to update enrollment information. The site, <http://www.lib.csufresno.edu/cchip/>, has been publicized via flyers and bookmarks.

Developing a Web site to collect local websites for inclusion in the NLM “Go Local” project was begun; it will be available in October 2003 for inputting web pages that have been collected already.

h. Exhibits

No exhibits occurred.

2. Loansome Doc/Document Delivery Activities

No activity to report.

3. Evaluation Activities

Workshops began and ended with evaluations of participant use of healthcare information; evaluation forms are attached to the training data forms. Adjustments to workshops and outreach activities were made based on workshop evaluation forms.

4. Problems/Corrective Actions

a. Classes

- 1) Promotion and publicity efforts for the classes began later than expected, so initial class sizes were very small; a significant publicity campaign increased enrollment in future workshops.
- 2) Course content was rearranged to include all consumer health site education (including hands-on exercises) during the first half of the workshop in response to data from student exit surveys.
- 3) A system was developed to provide workshop registrants confirmation of their registration by email within 48 hours of their registration request.

b. “Go Local” Dataset

- 1) The student programming the data collection system for local websites separated from the University early (and unexpectedly); a new programmer has been hired.
- 2) After a conference call with Joyce Backus of the NLM and Heidi Sandstrom of PSRML, the decision to develop a local management system for the “Go Local” project was rescinded. The CVAEHIP project will collect local Web site data while the project managers investigate county funding for two FTE that would lead work on the “Go Local” project.

5. Lessons Learned/Significant Feedback

All feedback received was incorporated into courses and Web development as described in other sections of the report.

6. Projected Activities for Next Quarter

Activities for next quarter include:

Development of thesaurus for local health info terms

Input area Web sites into Go Local collection database

Classes taught

7. Reports of Training

Training reports for the period are attached.

NN/LM PACIFIC SOUTHWEST REGION
ACCESS TO ELECTRONIC HEALTH INFORMATION

**Providing Enhanced Access to Electronic Health Information: A Partnership
Between Good Samaritan Regional Medical Center Health Sciences Library and the
Body Positive Foundation of Phoenix**

Good Samaritan Regional Medical Center
Health Sciences Library
Phoenix, Arizona

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Health Sciences Library
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And

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Second Quarterly Report
June 1, 2003-August 31, 2003

Date Submitted: September , 2003

1. Description of Progress toward the Project's Major Objectives:

a. Administrative/Planning Activities

We have accomplished many activities during this period. We have finalized many of the teaching dates, created the curriculum and held training sessions using the equipment. Two planning sessions were held between the Librarians on July 15 and Aug. 4, 2003. Content and delivery of the classes were the main discussion points, as well as ways to further our outreach goals. Another planning meeting was held between the Librarians and Ronnie Berger of Body Positive on August 7th, following the first class. During this meeting, we discussed class content and other dates and audiences to reach with new classes. Original materials and brochures were created and printed and we obtained commercially available brochures and promotional materials. The PSRML Staff has been most helpful in providing materials and assisting us with this project.

b. Collaborations/Partnerships

Ongoing linkages with Body Positive continue. Ronnie Berger, the Educator Coordinator, remains our primary contact person. At times communicating with her is difficult because of her work schedule. She is our advocate, being very positive and excited about the project and has been most helpful in scheduling our programs to both the staff and clients.

c. Publicity/Marketing Activities

Most of the marketing for our programs has been done through the existing venues at Body Positive. There was a short article publicizing our first class in the August Body Positive newsletter which is mailed to all their clients and staff. This newsletter is published in both English and Spanish. **(see attached 1)**. Our classes also appear in the Web and printed calendars of Body Positive issued in both English and Spanish. We also published an announcement about the award in the Banner Good Samaritan Medical Center internal newsletter. **(see attached 2)** Over the next period we hope to do more marketing activities.

d. Product/Resource Development Activities

We have received the computers and LCD viewer. We have set up the Library's client/consumer computer in the Main Reading Room of the Library. We have also used the laptop and LCD for instruction and have cached pages of our presentation in case of any technological failure during our presentations. Our Systems Specialist, Frank Wallace accompanies us to set up the equipment for us, which has been most helpful as we prepare the room, move furniture, set up and distribute packets. The computer we ordered for Body Positive is ready but we are awaiting word from BP to set it up. BP is currently renovating their offices and the area for the computer is still not ready, we hope to set it up during the next quarter. We have loaded our Web Page

and have already updated it. We see this as an ongoing process that will make the page more useful to Body Positive Staff and Clients. We want to focus our page on local organizations and resources, and then link to the other national hiv sites such as Aegis and Aidsinfo. We also use our page as an outline for our teaching. <http://www.samaritan.edu/hiv.htm> We have also created original materials for the class packets. We ordered Information Business cards, providing web addresses, critical phone numbers and our contact information that clients can carry with them. These were handed out at the classes and left at Body Positive for distribution to clients. **(see attached 3).**

e. Site Visits

Lora Robbins attended a training session in July taught by the Body Positive staff called Pizza and the Basics. (Sally Harvey attended this training session during the first quarter of this award in May.) By participating in their training programs, we have strengthened our rapport and knowledge base on the disease process and the needs of their clients. Observing the interaction with the staff and clients has given us insights into the best ways to approach our classes.

f. Outreach Activities

The Body Positive Staff invited us to be their guests at one of their major fundraisers, *Much Ado: A Summer Soiree* which was held on Saturday, August 16th at the Marriott Camelback. This event was sponsored by various hair salons throughout the Phoenix area. Each of the salons provided skits and entertainment, while local businesses provided the auction items. All the proceeds went to Body Positive. This event provided another opportunity to interact with the BP staff and clients. Many of the clients spoke so highly of the work done by Body Positive.

In late June, we forwarded an announcement of an HIV Continuing Medical Education opportunity offered by the Banner Health System on HIV topics. **(See attached 4).** This award has provided many opportunities to provide additional linkages between Body Positive and Banner Health System.

We have also arranged to have a display at an information fair for health professionals in October. This is a joint program between Banner Good Samaritan Medical Center Nursing Educators and Body Positive to educate health professionals on hiv/aids topics.

g. Web site development activities

The website has been developed, and is constantly revised. We have concentrated our efforts on local resources, with links to the major, comprehensive web sites like AIDSinfo and HIV InSite. When we set up the client computer at Body Positive, our website will be the home page. We

have distributed the URL on our literature to class attendees.

[Http://www.samaritan.edu/hiv.htm](http://www.samaritan.edu/hiv.htm) (see attached 3)

h. Exhibits

No activity during this period

2. Loansome Doc/Document Delivery Activities

At first we wanted to create a single Loansome Doc account for Body Positive staff to use, and to designate Ronnie Berger as the facilitator. We decided that having only one person order materials would create too much of an impediment for the staff. Instead, we created individual accounts for all staff who requested them. Approximately ten accounts were created. We have also set up a general Loansome Doc account for the rest of the BP Staff and Clients. We have not received any article requests as yet from these accounts. We anticipate that once the client computer is installed, there will be more activity for materials.

3. Evaluation Activities

Pre-tests and post-tests were distributed during the two formal training sessions. A course evaluation was also distributed.

We received 18 evaluations from both sessions. The breakdown of responses is as follows:

	Excellent 1	Above Average 2	Average 3	Below Average 4	Poor 5
1. The presentation met the stated objectives.	8 responses	6 responses	4 responses	0 responses	0 responses
2. The material was relevant and useful.	11 responses	5 responses	2 responses	0 responses	0 responses
3. The instructor was organized and easy to understand	8 responses	7 responses	3 responses	0 responses	0 responses
4. The instructor was knowledgeable about the subject matter.	12 responses	5 responses	1 response	0 responses	0 responses
5. After taking this course, I feel better able to find accurate health information that meets my needs.	10 responses	4 responses	4 responses	0 responses	0 responses
6. Overall rating for this course:	7 responses	9 responses	2 responses	0 responses	0 responses

See below for further discussion.

4. Problems/Corrective Actions

The pre- and post-tests have not proved particularly useful to us. There was very little change in responses to the questions. We feel somewhat at a loss as to how to revise them, so we have decided to do without them. We are also unable to deliver the computer that was purchased for Body Positive Clients because of their major renovation project, the location of the computer has changed to this new area. We hope to have enough space for the small resource library to be located in this location.

5. Lessons Learned/Significant Feedback

So far, BP staff reception to the project has been quite positive. They see this collaboration as being very useful but have yet to ask for any services other than literature searching for presentations. Contact with clients has been limited.

6. Projected Activities for Next Quarter

Display for Health Professionals at Gateway Community College
Lunchtime teaching session for BP Clients.

Presentations and teaching sessions at various support groups.

Schedule more training sessions

Visit McDowell Clinic

Set up Client Computer at Body Positive

Purchase and process materials for Client Resource Library

7. Reports of Training/Demonstration Session and/or Exhibit Reports

Several training sessions have been held in this quarter. Lora Robbins attended a Body Positive staff meeting on July 8th and introduced them to the goals of the award and outlined the course content for them. There were 26 people in attendance.

We held a lunch-time session for Body Positive clients and staff on August 7th. There were 9 people in attendance, including some staff from the McDowell Clinic, a county-run clinic which is located in the same building as Body Positive. We introduced the attendees to several pertinent web sites, to MEDLINEPlus and PubMed. We also obtained two literature search requests from this encounter.

Another training session was held at a Body Positive staff meeting on August 12th. There were 17 people in attendance at this session. We did the same training as in the above session, but added information on obtaining documents through Loansome Doc. We also asked people who were interested in personal accounts to fill out forms so we could set those up for them.

Access to Health Information for Arizona's Tribal Nations

UCLA Sub award No. 5415-G-DB163

**Arizona Health Sciences Library
University of Arizona
Tucson, Arizona**

By Jeanette C. McCray
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**Fifth (5th) Quarterly Report
July 1, 2003 – September 30, 2003**

Submitted November 1, 2003

Introduction

The goals of this project are to improve access to health information resources for Native Americans in Arizona, and to develop a sustainable, working partnerships between the Arizona Health Sciences Library (AHSL) and tribal representatives.

This quarter brought opportunities to work on-site with local public librarians and public health professionals as both Tribal Nations and Turning Point were held around the state.

I. Description of Progress toward the Project's Major Objectives

A. Administrative/Planning Activities

The Arizona Turning Point project's training schedule swung into high gear this month. Pat Auflick is partially funded by both projects AND the Turning Point project includes contacts with tribal librarians and tribal public health department professionals. So the lines have blurred and it seems appropriate to include Turning Point workshops in this report as well.

The budget review continues in progress. A final decision regarding how to recommend that the remaining funds be expended may not be made until we know whether our application to NN/LM PSR is approved or not.

An evaluation form was developed to ascertain whether the information presented addressed the needs of the attendees.

Several models were developed to share with the ITCA tribes as possible projects we and they together might work on. These models were shared with attendees at the workshops presented for tribal health directors in December, January, and February 2003. Each was discussed in detail. We have done some follow-up work with the Pascua Yaqui tribe as a result of those workshops.

B. Publicity/Marketing Activities

Letters and follow-up phone calls are made to each county and tribal library, and each county and tribal health department. We have a wonderful student employee who follows up repeatedly with contacts until a date is pinned down. We have developed a postcard to remind potential attendees about the workshop.

C. Product/Resource Development Activities

Workshops were developed for Turning Point, and other workshop topics already developed were revised as needed for each visit. For instance, the examples we use will relate to local data available in that county. Links to the handouts used can be found in Section D below.

**D. Site Visits/Training/Demonstration Sessions/Presentations
(Include description of the sites and target population)**

Project: Tribal Nations
Date: July 16, 2003
Target population: tribal health department public health professionals
Location: Pascua Yaqui Health Department
City: Tucson
Presentations: PubMed, Diabetes Web Based Resources

Project: Tribal Nations
Date: Friday August 1st
County: Coconino
Target population: health professionals
Location: Tuba City Regional Healthcare Corp., Kampere Room
City: Tuba City
Local Contact: Elda Coffey (928) 283-2420
11:00 – 12:00 Turning Point (public health information) [*handout*]
Consumer Health Resources [*handout*]
12:00 – 1:00 MEDLINEplus (consumer health information)
1:00 – 2:00 Diabetes Web Based Resources [*handout*]
2:00 – 3:00 PubMed (clinical medical resources)

Project: Arizona Turning Point
Date: Friday September 12
County: Pinal
Target population: public librarians
Location: Pinal County Library District
City: Florence
Local Contact: Shirley Condit (520) 866-6473
10:00 – 12:00 Turning Point (public health information) [*handout*]
Health Reference Interview (for librarians) [*links*]
Consumer Health Resources [*handout*]
Spanish Language Health Resources [*handout*]

Project: Arizona Turning Point
Date: Friday September 12
County: Pinal
Target population: Public health professionals
Location: Pinal County Health Dept.

City: Florence
Local Contact: Manuel Fontes (520) 866-7358
2:00 – 3:00 Turning Point (public health information) [*handout*]
3:00 – 4:00 Consumer Health Resources [*handout*]
Spanish Language Resources [*handout*]
4:00 – 5:00 Diabetes Web Based Resources [*handout*]

Project: Arizona Turning Point
Date: Wednesday September 17
County: Cochise
Target population: public librarians and public health professionals
Location: Benson Public Library
City: Benson
Local Contact: Judy Harris (520) 586-9535
10:30 – 12:00 Turning Point (public health information) [*handout*]
Health Reference Interview (for librarians) [*links*]
MEDLINEplus (consumer health information)
12:00 – 1:00 PubMed (clinical medical information)
1:00 – 2:00 Consumer Health Resources [*handout*]
Spanish Language Health Resources [*handout*]

Project: Arizona Turning Point
Date: Tuesday September 30
County: Maricopa (for E. Valley libraries)
Target population: Public librarians
Location: Hamilton High School Computer Lab
Local Contact: Lynne Paulson, Chandler Public Library, (480) 782-2838
8:30 – 9:30 Turning Point (public health information) [*handout*]
Health Reference Interview (for librarians) [*links*]
9:30 – 10:30 Consumer Health Resources [*handout*]
Spanish Language Health Resources [*handout*]
10:30 – 11:30 Prescription Drug information [*handout*]

Project: Arizona Turning Point
Date: Tuesday September 30
County: Maricopa (for public health folks)
Target population: Public health professionals
Location: Phoenix Public Library, Burton Barr Branch
City: Phoenix
Local Contact Kiki for Pub Health, or Mimi Aronson for Burton Barr
at (602) 262-6392
1:00 – 2:00 Turning Point (public health information)
[*handout*]
Data Sets [*handouts*]
2:00 – 3:00 PubMed (clinical medical information)

3:00 – 4:00 Consumer Health Resources [*handout*]
Spanish Language Health Resources [***handout***]

E. Exhibits

No activity.

II. Loansome Doc/Document Delivery Activities

No activity.

III. Evaluation Activities

No activity.

IV. Problems/Corrective Actions. Lessons Learned/Significant Feedback

Scheduling workshops for the various constituencies at a remote location has been a tremendous undertaking. One of Turning Point's goals is to have the county/tribal library and the local (county or tribal) health department form a partnership which ultimately will be responsible for keeping information in their county/tribe up-to-date. In a few cases, the 2 agencies already work together. In one case, the 2 agencies refused to schedule a workshop concurrently. In most cases, the 2 groups did attend the same workshops, but it is questionable whether a partnership will come out of it. Although we discuss how to add URLs to AZHealthINFO.ORG at every workshop, we have received less than 5 suggestions thus far. We will focus more on the collaborative nature of this project in the 2nd round of visits.

In making contacts with tribal representatives, we have had no luck with ITCA beyond the initial workshops we did early in the year. Most of our contacts have happened because we have visible representation (Pat Auflick) at most of the pertinent conferences around the state and Pat will get up and speak to the group about what we have to offer, whether or not she has been invited to do so.

V. Projected Activities for Next Quarter

Workshops are scheduled in Flagstaff, Page, Phoenix, Show Low, Globe, Tucson, Nogales, Tempe, and Thatcher in the next quarter.

Planning for the 2nd round of workshops will commence.

Applications for both the Tribal Nations and the Turning Point projects will be submitted to NN/LM PSR.

Pinal County

Florence AZ

1st row – Health Department

2nd row - Librarians

September 12, 2003



**Project Name: HAWAII HEALTH PORTAL: STATEWIDE PATHWAY TO
ELECTRONIC HEALTH INFORMATION**

Institution: CONSUMER HEALTH INFORMATION SERVICE (CHIS)
HAWAII MEDICAL LIBRARY (HML)
Location: HONOLULU, HI 96813

Submitted by: JOHN BREINICH, EXECUTIVE DIRECTOR
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Reporting Dates: 2nd Quarter Report
JUNE 1, 2003 – AUGUST 31, 2003

Date Submitted: September 10, 2003

Hawaii Health Portal: Statewide Pathway to Electronic Health Information

Introduction

Collaboration, curriculum development, and web site development for the Hawaii Health Portal (HHP) were the focus of this quarter's activities.

Description of Progress toward the Project's Major Objectives

A. Administrative/Planning Activities

John Breinich, HML Executive Director, gave a verbal update of the HHP project at the Pacific Southwest Region Resource Library Directors Meeting on June 4, 2003.

B. Collaborations/Partnerships

Hawaii State Public Library System

Consumer Health Librarian Tina Okamoto has been working closely with Susan Nakata who heads program development in the Hawaii State Public Library System (HSPLS).

1. Preliminary dates and locations have been set for presentations to HSPLS branch managers on:
Oahu – October 1, 2003 in Pearl City
Kauai – October 3, 2003 in Lihue
Maui – November 6, 2003 in Kahului
Big Island – February 6, 2004 in Keaau
2. Preliminary dates and locations have also been set for presentations to:
Children Services – December 5, 2003 in Pearl City
YA librarians – December 10, 2003 in Pearl City
3. Preliminary dates and locations for public sessions are:
Kauai – October 3, 2003 in Lihue
Maui – November 6, 2003 in Kahului
Big Island – February 6, 2004 in Hilo
4. The dates and locations for the public sessions on Oahu, the Kailua-Kona area of the Big Island, Molokai, and Lanai are to be determined.

Susan will confirm the preliminary dates with the director and staff of the Public Libraries Branch.

Papa Ola Lokahi (POL)

Tina Okamoto attended a Census training workshop sponsored by Papa Ola Lokahi. The focus on this workshop was finding Native Hawaiian Census data. Also part of the presentation was an overview of the new online Native Hawaiian Health web site dedicated to improving Native Hawaiian health and sponsored by POL. A link to the Native Hawaii Health web site has been added to the Portal.

University of Hawaii's Department of Native Hawaiian Health (DNHH)

Tina Okamoto spoke with Diane Paloma at DNHH. Diane provided some recommendations for Native Hawaiian web sites. As of this conversation, DNHH did not have a web site, but it is in the planning stages.

Diane will also be the DNHH contact to assist in organizing the presentations for the DNHH staff and educators.

Native Hawaiian Center of Excellence (NHCOE)

At the time that Tina Okamoto contacted NHCOE, the web site administrator position was vacant, but NHCOE did have an existing web site and a new Native Hawaiian Health Database which provides a comprehensive bibliographic resource covering all aspects of Native Hawaiian health. A link to the Native Hawaii Health Database has been added to the Portal.

Kathy Tanaka will be the NCHOE contact to assist in organizing the presentations for the NHCOE staff and educators.

C. Publicity/Marketing Activities

CHIS created a flyer and distributed it to each of the 50 HSPLS branches announcing that the HHP will soon be available, along with a note on the purpose of the HHP.

Tina Okamoto offered to do a presentation at an HSPLS administrative meeting about the HHP but Susan Nakata opted to distribute the flyers at this meeting.

A letter-sized color poster has been designed to advertise the HHP. It will be duplicated and mailed to all 50 public libraries, Native Hawaiian groups, and any other groups or organizations we think may be interested in using the Portal. We asked for a printing cost quote from Kinko's.

D. Product/Resource Development Activities

The curriculum, evaluation forms, and handouts are being developed. Powerpoint presentations are being created for teaching the workshops. Depending on Internet access availability at the workshop locations, the presentations will be part Powerpoint and part live Internet examples. The laptop purchased last quarter for the presentations has the proper programs now loaded, and the dial-up Internet access was tested.

E. Site Visits

Not applicable during this quarter

F. Outreach Activities

Tina Okamoto submitted a presentation proposal for the Hawaii Librarian Association's Annual Meeting in December 2003. Unfortunately, due to the number of proposal submissions and the limited number of conference slots, the conference committee decided that this topic would not fit into this year's conference.

G. Web Site Development Activities

The design of the HHP web site has been completed. The web site was designed and created using Dreamweaver and Fireworks software for the HTML page creation and some graphic elements.

Queen's Medical Center's Creative Services graphic designer, Lisa Kawamoto-Valenti, was contracted to create graphics for the HHP. After meeting with John Breinich, HML Executive Director, and Tina Okamoto, Consumer Health Librarian, Lisa created and delivered the HHP banner which is present on all the HHP pages and three smaller images which were used on the HHP main page.

The web address for the HHP is: <http://hml.org/CHIS/portal/>

In total, the HHP is made up of nine pages:

1. Index page: This is the main page with links to MEDLINEplus, PubMed, and *ClinicalTrials.gov*, along with links to additional local and national health resources and the HHP supporting pages.
2. Where do I start?: The flowchart on this page directs the user to an appropriate web resource if he is unsure where to start.

3. Database searching tips: Quick links to the help pages for HHP featured databases.
4. Web site evaluation: Guidelines which Internet users should be aware of when judging the quality of a web site.
5. Native Hawaiian health information: Native Hawaiian health information is difficult to find online so this page can serve as a central location for these links. This page will continue growing.
6. Other Hawaii health links: Local health care directories, Hawaii State government sites, and information from other local organizations. This page will also continue growing.
7. About our banner: A short description of the images we used on the banner.
8. Site map: Navigation tool for the HHP pages.
9. Contact us: CHIS contact information for anyone who has any questions about the HHP or suggestions for additions.

H. Exhibits

Not applicable during this quarter

II. Loansome Doc/Document Delivery Activities

Not applicable during this quarter

III. Evaluation Activities

Not applicable during this quarter

IV. Problems/Corrective Actions

Collaboration has been much more difficult than expected. Due to changes within HSPLS administration and budget difficulties, they have not been very responsive. Also, POL, DNHH, and NHCOE are behind in their individual web site development, and we were hoping that we could depend on these organizations for a large portion of the Native Hawaiian health link recommendations.

V. Lessons Learned/Significant Feedback

Not applicable during this quarter

VI. Projected Activities for Next Quarter

- A. Completion of the curriculum.
- B. Completion of hand-outs.
- C. Completion of evaluation forms.
- D. Promotional materials will be printed and mailed.
- E. Continued collaboration with POL, DNHH, and NHCOE to further develop the HHP's Native Hawaiian Health Information page.
- F. Collaboration with POL, DNHH, and NHCOE to set up training session dates.
- G. Continued collaboration with HSPLS to set up training session dates.
- H. Teaching sessions for HSPLS.
- I. Promotion of the Hawaii Health Portal and the sessions we will be teaching.
- J. Work to have the HHP linked on other web sites.

VII. Reports of Training/Demonstration Sessions and/or Exhibit Reports

Not applicable during this quarter

Appendix

Flyer and memo announcing the future debut of the Hawaii Health Portal
Copy of communications in Hawaii Library Association Annual Meeting
presentation proposal and program rejection.

Facilitating School Nurses Access to Electronic Data

San Diego State University, San Diego

Quarterly Report, June 1- August 31, 2003

Report Submitted By:

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Summary/Introduction

1) Progress Towards the Project's Major Objectives

a) Administrative and Planning Activities

- ❖ Hall and McLeod analyzed other surveys for information and technology needs, and developed a lengthy pre- and post-test for ALL school nurses in San Diego and Imperial Counties, including those who will receive the PDA and undergo the training. (*appended*)
- ❖ Received the required San Diego State University (SDSU) Institutional Review Board (IRB) Exempt Research Status approval of the study and questionnaire.
- ❖ McLeod and Hall attended the SDSU Foundation forms training as required by PIs.
- ❖ Trained a student to work on the PDA lottery and device pick up.
- ❖ Selected and contacted lottery winners.
- ❖ Arranged for secure storage of PDAs upon their arrival in mid-July.
- ❖ Arranged for device pick up by lottery winners in early August. Pre-tests were to be completed prior to receipt of the PDA.
- ❖ Produced material packet for the trainings. Visited the training facility to verify space and technology issues.

b) Collaborations/Partnerships

- ❖ Continued to work with nursing administrators at the San Diego County Board of Education to market program, encourage time off to attend training, and to host the training. Training being held at the County Offices as they are free, centrally located, nurses know their way around as they go to the building for other meetings, and parking is free. The Board employees further marketed the training, arranged for CEU credits, registered participants, and arranged for snacks on the first day of training.
- ❖ McLeod and Hall arranged for 4 school nurse administrators to receive the extra free PDAs. Although they will not be involved in the study, they participated in the training, and are beginning to gain a better understanding of the potential uses of the PDAs and the needs of their employees.

c) Publicity/Marketing Activities

- ❖ Prior to the end of the school year, the City and County sent out forms to school nurses (print and electronic) for the school nurses to participate in the

study. The California School Nurse Organization (CSNO) printed the form in their newsletter and also sent it out on their listservs.

d) Product/Resource Development Activities

- ❖ Worked with the SDSU Graphics Department to create a logo and format for the powerpoint presentations (backgrounds, colours, etc.) (*logo appended*)
- ❖ Discussed options for taping instructional modules. Hall and McLeod will initially work the SDSU Television studio to produce selected learning modules to reinforce learning.
- ❖ Main taping of sessions in the television studio occurred in mid-August. Cost is being shared with SDSU as the modules will also be used in a nursing class who are requiring the use of PDAs by their students.
- ❖ Created the first set of powerpoints, handouts and assignments for the classes. (*appended*)

e) Site Visits

N/A

f) Outreach Activities

Total no. of training or demonstrations during this quarter = 4
Total no. of sessions with half or more of the participants from minority populations = 0
Total no. of participants = 161

g) Website Development Activities

- ❖ SDSU campus will host the website (for free) and it will not have the campus look or feel.
- ❖ Logo was produced and a discussion of content ensued this quarter.

h) Exhibits

N/A

2) Lonesome Doc/Document Delivery Activities

- ❖ Described and demonstrated availability of document delivery during training sessions.

3) Evaluation Activities

- ❖ Created the pre-test survey. We are working at putting it online but it is offered to all participants in print at this time. PDA recipients filled out their survey prior to receiving the device. Non-PDA recipients who participated in the classes filled in the surveys prior to the instruction.

- ❖ We used the San Diego County Board of Education's post-instructional evaluations. For the most part, they were extremely positive.

4) Problems/Corrective Actions

- ❖ We had hoped to have the website and online survey available this quarter but between procuring and distributing the PDAs, producing the lottery, notifying winners, preparing for the training, performing the training, and supporting student learning and questions, there was little time for anything further. In the meantime, we made sure all students had print surveys, handouts, and instructions and were able to ask us questions. They also had plenty of time for hands on learning during the training sessions.

5) Lessons Learned/Significant Feedback

- ❖ Taping in Television studios is exhausting – no immediate feedback or energy from students, better quality of picture than if produced by handheld camera. There is also no easier way to update the content than if we worked on the modules ourselves. It takes a tremendous amount of time to choose camera shots and timings, which did not get finalized this quarter.
- ❖ The two instructors became exhausted with a daily training schedule and then support of the participants. It is necessary to have an instructor and at least one to two people to roam and assist participants as questions arise.
- ❖ Have fax responses be sent to a machine which is not next to a desk, yet still private to maintain confidentiality. The response was so heavy and immediate that the administrative assistant could not work in her office for two days due to the continuous noise and disruption.
- ❖ Offering training 4 evenings in a row results in little time to practice or to complete assignments. However, it was decided this was the best format to get the training in before fall activities and family commitments (of the participants) begin.
- ❖ We had to teach the participants how to deal with help desks as they wanted immediate support and wouldn't leave messages – not realizing the support was on different coasts. We had to remind them to read the instructions and FAQ inserts as several answers would be found there. We provided a great deal of individual support via phone, email and even in-person which really went beyond the scope of the project. We have worked a great deal with Palm and Skyscape to work out problems we have seen with several participants.
- ❖ Not all memory cards are formatted although the documentation indicates they are (only around 50% in actual fact). We modified the training to demonstrate the naming of the cards prior to saving material onto them.

- ❖ We are happy with the initial training results so far. The school nurses seem to appreciate the support and they participate and communicate openly during the sessions, helping each other and providing immediate feedback to us. They also seem happy to have a great deal of time spent on the basics of the PDA and how to customize it to their needs, prior to moving onto the clinical software.

6) Project Activities for Next Quarter

- Provide more training.
- Modify handouts and presentations as necessary.
- Begin the analysis of tools for the PDA.
- Complete some of the online modules– go through the tapes and select sections on a second to second basis.
- Polish the project website.
- Identify the survey instrument for use on the PDA to collect data.
- Apply to speak or give poster sessions at upcoming conferences (nursing, nurse educators, medical library, etc).

7) Reports of Training/Demonstration Sessions and/or Exhibit Reports
(appended)

Appendices

- Survey
- Logo
- Training handouts
- Training report forms